

Six-month certificate programs,
thousands of job openings



Get into a high-demand field implementing and supporting electronic health records (EHR) in only six months. Employers are expected to need as many as 50,000 Health Information Technology (HIT) professionals within the next five years.

MATC now offers four advanced certificate training programs for professionals in health care, IT and project/analyst occupations.

MILWAUKEE AREA *Technical College*

**Practice Workflow and Information Management
Redesign Specialist**

Clinician/Practitioner Consultant

Implementation Support Specialist

Technical Software Support Staff

Education and Experience Needed

Preferred applicants will have an associate degree and/or work experience in IT, health care or project management/workflow design.

Programs Meet National Health Care Records Act

MATC is one of 84 community colleges nationwide to offer this HIT training. This program is part of the national effort to ensure information exchange among healthcare providers and public health authorities while keeping records protected. This is required by the federal Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009.

Academic Criteria and Costs

Program admission is competitive. The four six-month certificate programs begin at multiple MATC campuses and times through September 2011. Students must earn a C grade or higher in all courses. Students will attend classes two evenings per week, approximately four hours per night for six months. Tuition costs are the same as MATC's associate degree and technical diploma program courses. Go to matc.edu for current costs. Students may be eligible for sponsorship to partially fund tuition, depending on application criteria. Student resources are available online. There are no additional fees for books or materials.

Students who complete their certificate program successfully will be prepared to sit for a national certification exam.



PRACTICE WORKFLOW AND
INFORMATION MANAGEMENT REDESIGN
SPECIALIST

HIT professionals improve processes, not just computerize them. In this program you will learn skills to improve patient care information systems. Assist in the reorganization of medical records to Electronic Health Records (EHR), assess workflows in a medical practice, suggest changes to increase the quality and efficiency of care, and work with providers to implement changes.

Suggested Professional Background

Experience in practice management or IT in a clinical setting is preferred. Also helpful: experience as a health care practice administrator, a background in information technology, or experience in project management/ business analysis.

COMPETENCIES Graduates will be able to:

Document the workflow and information management models of the practice.

Conduct analysis of user requirements to facilitate workflow design.

Develop revised workflow and information management models for the practice, based on meaningful use of a certified EHR product.

Work directly with practice personnel on revised workflow as the EHR is implemented.

Work with staff to develop plans to keep the practice running if the EHR system fails.

Work with staff to evaluate the new processes, identify problems and solutions, and implement changes.

Design processes that accommodate quality improvement and reporting.

CLINICIAN/PRACTITIONER
CONSULTANT

This program is for licensed health professionals. Apply your specialized clinical knowledge to selected hardware and software, and work with vendors to ensure that clinical goals are met. This role is similar to the Practice Workflow and Information Management Redesign Specialist program, but workers in this role are licensed healthcare professionals.

Suggested Professional Background

Hold a clinical or public health professional license. Public health practitioners must have significant experience in federal, state or local public health agencies.

COMPETENCIES

In addition to the activities for the Practice Workflow and Information Management Redesign Specialist, graduates will be able to:

Analyze and recommend solutions for health IT implementation in clinical and public health settings, with clinical expertise.

Advise and assist clinicians in making best use of electronic data, including data in registries, to drive improvement in the quality, safety and efficiency of care.

Assist in selection of vendors and software.

Advocate for users' needs, acting as a liaison between users, IT staff and vendors.

Ensure that the patient/consumer perspective is incorporated into EHR deployments and that full attention is given to critical issues of patient privacy.

Train practitioners in best use of the EHR system, conforming to the redesigned practice workflow.



Practice Workflow and
Information Management
Redesign Specialist
and
Clinician/Practitioner
Consultant

Curriculum			Credits
HIT-101	Introduction to Health and Healthcare Information Technology		2
HIT-103 EHR	Quality Improvement		2
HIT-105 EHR	Workflow Process Analysis and Redesign		3
HIT-102 EHR	Health MIS/Configuring EHRs		3
HIT-104 EHR	Project Management		2
			Total Credits: 12

IMPLEMENTATION SUPPORT SPECIALIST

Install and test health IT systems in clinical settings to ensure effectiveness and ease of use. Provide support services to ensure the technology functions properly and is configured to meet the needs of the redesigned practice workflow.

Suggested Professional Background

Have a general background in information technology or health information management.

COMPETENCIES Graduates will be able to:

Execute implementation project plans by installing hardware and configuring software to meet practice needs.

Incorporate usability principles into software configuration and implementation.

Test the software against performance specifications.

Interact with vendors to correct technical problems during the deployment process.

Proactively identify software or hardware incompatibilities.

Assist in identifying effective data backup and recovery solutions.

Ensure that hardware/software recovery and related capabilities are appropriately implemented to minimize system downtime.

Ensure that privacy and security functions are appropriately configured and activated in hardware and software.

Document IT problems and evaluate the effectiveness of problem resolution.

Assist end users with the execution of audits.

TECHNICAL/SOFTWARE SUPPORT STAFF

Health care providers will need ongoing support to diagnose IT problems, develop solutions and keep systems running smoothly and securely. Professionals in this area will maintain systems in clinical and public health settings, including patching and upgrading software. They will also provide one-on-one support in a traditional help desk model.

Suggested Professional Background

Have a general background in information technology or health information management.

COMPETENCIES Graduates will be able to:

Interact with end users to diagnose IT problems and implement solutions.

Document IT problems and evaluate the effectiveness of problem resolution.

Support systems security and standards.

Assist end users with the execution of audits and related privacy and security functions.

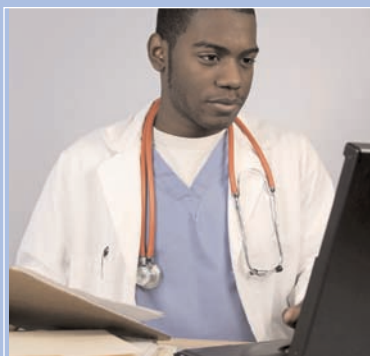
Incorporate usability principles into ongoing software configuration and implementation.

Ensure that the hardware/software "fail-over" and related capabilities are appropriately implemented to minimize system downtime.

Ensure that privacy and security functions are appropriately configured and activated in hardware and software.

Interact with vendors to solve technical problems during the deployment process.

Work with vendors and other sources to find solutions to EHR questions or problems.



Implementation Support Specialist and Technical/Software Support Staff

Curriculum

		Credits
HIT-101	Introduction to Health and Healthcare Information Technology	2
HIT-130	Overview of EHR Systems	4
HIT-131	Configuring, Installing and Maintaining EHR Systems	4
HIT-132	Standards, Supporting EHR Systems and Achieving Quality	2
Total Credits: 12		



Checklist for HIT Program Consideration Pre-admission Application

Complete the application at matc.edu/healthinfotech.

SELECTED CANDIDATES

If you meet the initial pre-admission criteria, you will receive an email invitation to attend a HIT information session.

You will need to complete and bring the list of five required documents to the session.

CHECKLIST

- ☐ **Official College Transcript** – Submit your official college transcript in a sealed envelope. Former/current MATC students may obtain a copy from INFOline via matc.edu at no charge.
- ☐ **HIT Consent Form**
- ☐ **Current Résumé**
- ☐ **Criminal Background Check** is required. There is a \$15 fee. To complete the form, go to matc.edu/student/newstudent/pdf/CBC0064.R061710.pdf
- ☐ **Credentials/Certificates** – submit documentation; copies of certificates/credentials.



Clinics/Providers/Hospitals

To learn more about group training/customized package options, contact the HIT program coordinator.

Contact Us

For more information or to pre-apply, go to matc.edu/healthinfotech

HIT program coordinator Laurie Kohel:
kohell@matc.edu or 414-297-7146.

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For more information, go to
matc.edu or call 414-297-MATC

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